

ANCHOR WORD ALIVE DISTRIBUTORS' RETURN POLICY

How to obtain a Return Authorization (RA) number:

- **On the Web:** Log on to www.wordalive.ca. Under "Account," click on "Returns" to create your own RA printout list, label, and RA number.
- **Fax:** (800-352-9272) a list of the overstock merchandise to be returned. You may use our Problem Solver Form (found on the back of your invoice). An RA number will be faxed to you within 48 hours.
- **Your Form:** You may also use your own computer-generated returns form addressed to "Attn: Returns." Please be sure to include your account name, address, and phone number, as well as the product title, quantity, product number, and reason for return.
- **Call:** Contact Customer Service at 1-800-665-1468, press "0" or hold to be transferred.

NOTE:

- RA numbers are required for every return
- RA numbers are good for 10 days
- RA numbers must appear on all shipping containers; multiple boxes should be labeled box " _ of _ "
- Please allow up to two weeks for your account to be credited

Overstock Returns

- The product(s) must be in brand-new, resalable condition and free from any dealer markings. (Please, no yellowed pages, stickered copies, or products that look shelf-worn.)
- Products must have been purchased from Anchor Distributors within the last 12 months.
- Credit will not be given for products damaged by newspaper ink or by other improper shipping methods.

Damaged / Defective Returns

- Damaged products are returnable **within 7 days** of date of purchase.
- Defective products are returnable **within 90 days** of date of purchase.

- On all damaged and defective returns please include a description of the damage or defect.
- Personalized (embossed) books with binding damage are the responsibility of the Embosser. Anchor is in no way responsible for these damages.
- In the event that a shipment from Anchor has external damage, **please sign for the shipment as "damaged"** and keep the box for the shipper's inspection.

General Information

- We reserve the right to return unacceptable products with a fee of \$5 per box. Should product value be negligible, customer may designate that it be donated to charity.
- In the case of an overstock return with partial damage, a 20% fee will be applied based on retail value.
- If you would like your credit balance refunded by check or to your credit card, please let us know.
- If your returns exceed 50% of your purchases in the past twelve months, a 10% refund fee applies.
- Never include orders or checks with returns.

Seasonal products must be received in our warehouse no later than the dates below:

Valentine's Day	March 15
Easter	May 15
Graduation	August 15
Halloween	November 30
Thanksgiving	December 31
Christmas	January 30
VBS/Curriculum	<i>Reference Dated Material Return Policy</i>

Nonreturnable Products:

- Perishable food products, such as Communion sets
- Giftware
- Software with a broken seal
- Products purchased more than one year ago
- Discontinued or out-of-print products
- Products bought at a **60%** or higher discount
- Individual units that are sold only in sets or displays

Packing Tips:

- Start with a solid, undamaged box, one that is not too large to handle the weight of books; 50 lb. limit.
- Place heavy or large products in the bottom of the box.
- Do not use newsprint; the ink will damage the books.
- Lay books flat with the spines to the outside, allowing room for side or center packing material. Avoid placing anything with a sharp edge where it might push into the pages.
- Place fragile products on top and in the center. If necessary, use a box within a box.
- Leave room at the top for packing material. When the box flaps are closed, it should be a snug fit. There should be no shifting if you tilt the box back and forth.
- Note: Use sufficient packaging material as to avoid damage; product not in saleable condition will not be credited.

ANCHOR DISTRIBUTORS' DATED MATERIAL RETURN POLICY

Wondering when to return your dated curriculum and VBS materials to Anchor?

- To ensure you receive proper credit for various dated materials, we've conveniently provided these charts of due dates so you know when we require these items to be returned to us.
- Keep these charts handy all year long as you prepare your returns of curriculum and VBS materials!

Curriculum Return Due Dates | *Date returned material is due in the Anchor warehouse*

Publisher	Fall Quarter	Winter Quarter	Spring Quarter	Summer Quarter
Group	November 1st	February 1st	May 1st	August 1st

Standard Lesson Commentaries	March 31st
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VBS Return Due Dates | *Date product is due in the Anchor Distributors warehouse*

Publisher	Return Date
Answers in Genesis	August 15th
Abingdon	July 31st
Big Idea	Not Dated
R. H. Boyd	Non-Returnable
Brentwood Benson	August 1st
Concordia	July 15th
Gospel Light	July 31st
Group – Regular	September 1st
Group – Weekend	November 1st
Group – VBS Outlet	Non-Returnable
Standard	July 31st
Zondervan	Not Dated